

CITY OF TUALATIN

Classification Description

Job Title: Volunteer Coordinator
Department: Administration
Reports To: Human Resources Manager
FLSA Status: Non Exempt

SUMMARY: Develop, plan, and manage programs utilizing volunteers to support department, division, and/or city-wide needs including, program planning and coordination, promotion and marketing, recruitment, orientation, recognition, and administration of volunteers and related outreach activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Coordinate with department or division to identify, develop, and prioritize needs for volunteer staffing.

Provides training to staff on how to succeed with volunteers. Maintain contact with staff and volunteers to evaluate the effectiveness of their placement within the organization.

Develops procedures and processes necessary to administer a wide range of volunteer opportunities within the department, division, and/or city. Responds to the needs of the department, members of the public and outside agencies as appropriate. Provides information, explains processes, and makes recommendations for volunteer involvement.

Creates recruitment and orientation materials. Actively recruits new volunteers using all means of media and other methods as appropriate.

Interviews and screens prospective volunteer applicants.

Places applicants for volunteer work and conducts orientation for volunteers within the organization, including information on policies, procedures, and standards of volunteer service.

Coordinates, prepares, and presents public information in a variety of media and to a variety of audiences to promote and market volunteer programs and services.

Develops work plans, time lines and resource allocations for assigned programs and projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.

Administers and monitors program/project budgets and assists supervisor with preparation of division budget.

Plans, organizes, coordinates, and participates in volunteer recognition programs.

Develops public and private partnerships for sponsorship of volunteer activities.

Prepares grant applications and manages use of grant funds.

Coordinate with supervisors and volunteers to resolve disputes, and promote cooperation and continued interest in the volunteer program.

Maintains accurate records and provides timely statistical and activity reports on volunteer participation.

Drives to events, outside agencies, city facilities, vendors, training programs, and meetings as necessary.

SUPERVISORY RESPONSIBILITIES:

Coordination with Human Resources to ensure recruitment, selection, placement and utilization of volunteers is in accordance with City policies and applicable laws. This classification is responsible for interviewing, screening, placement and orientation of volunteers. Directing work, appraising performance, addressing complaints and resolving problems are the responsibility of the division supervisor in which the volunteer is assigned.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness;

Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit;

Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Special Skills/Abilities, Certificates, and Licenses & Registrations:

Innovative, creative approaches to developing and utilizing volunteer services. Working knowledge of practices and principles of effective volunteer recruitment techniques. Working knowledge of effective program management principles and practices. Working knowledge of effective motivation and administration of volunteers. Working knowledge of strategic planning methods with an emphasis on services related to volunteer programs.

Ability to establish and maintain effective working relationships with employees, volunteers, contractors, other agencies, public officials and the general public. Ability to occasionally deal with upset or difficult individuals. Ability to work nights weekends and holidays. Working knowledge of volunteer management software, the City's financial system software and Microsoft Office software programs.

Possession of, or the ability to obtain within a timeline established by the City: a Certificate of Volunteer Management, a valid Oregon driver's license, and CPR/First Aid certification.

Language, Mathematical Skills & Reasoning Ability: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before large groups. Knowledge of Spanish is desired. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to interpret and apply organizational policies and procedures in making work decisions and in providing information to others. Ability to organize, prioritize and perform work assignments.

Education and/or Experience: Bachelor's degree (B.A.) in business administration, public administration, management or public relations, human services or related field and two years related experience in supervision or coordination of volunteer services; or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Physical Demands & Work Environment: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Employee must have the ability to attend night functions, attend out of town meetings and work a flexible schedule subject to the operational needs of the City. Employee may be subject to continual interruption and may have occasion to deal with irate individuals.